



State of Illinois
Illinois Commerce Commission
Service Quality and Customer Credit Reporting
Quarterly Filing

Sage Telecom, Inc.
for Filing Period 4/1/2010 to 6/30/2010
Tracking Number 3499

Performance Data - Code Part 730

| | April | May | June | Quarterly Average |
|--|----------|----------|----------|-------------------|
| A. Operator Answering Time - Toll and Assistance Section 730.510(a)(1) | 0.00 | 0.00 | 0.00 | 0.00 |
| B. Operator Answer Time - Information Section 730.510(a)(1) | 0.00 | 0.00 | 0.00 | 0.00 |
| C. Repair Office Answer Time Section 730.510(b)(1) | 107.00 * | 89.00 * | 120.00 * | 105.33 * |
| D. Business or Customer Service Answer Time Section 730.510(b)(1) | 65.00 * | 58.00 | 83.00 * | 68.67 * |
| E. Percent of Service Installations Section 730.540(a) | 100.00 % | 100.00 % | 100.00 % | 100.00 % |
| F. Percent of Out of Service Lines Repaired in < 24 hours Section 730.535(a) | 84.50% * | 84.00% * | 77.80% * | 82.10% * |
| G. Trouble Reports per 100 Access Lines Section 730.545(a) | 1.58 | 1.52 | 1.63 | 1.58 |
| H. Percent Repeat Trouble Reports Section 730.545(c) | 1.50 % | 7.00 % | 2.50 % | 3.66 % |
| I. Percent of Installation Trouble Reports Section 730.545(f) | 11.70 % | 14.90 % | 9.90 % | 12.16 % |
| J. Missed Repair Appointments Section 730.545(h) | 5 | 3 | 7 | 5 |
| K. Missed Installation Appointments Section 730.540(d) | 0 | 0 | 0 | 0 |

Credit due in accordance with Section 732.30(a)

| Out of Service More Than 24 Hours | April | May | June | Totals |
|--|---------|---------|----------|----------|
| A. Total dollar amount of all customer credits paid | \$95.61 | \$67.99 | \$380.68 | \$544.28 |
| B. Number of credits issued for repairs - 24-48 hours | 14 | 24 | 48 | 86 |
| C. Number of credits issued for repairs - 48-72 hours | 2 | 3 | 13 | 18 |
| D. Number of credits issued for repairs - 72-96 hours | 2 | 1 | 7 | 10 |
| E. Number of credits issued for repairs - 96-120 hours | 0 | 0 | 1 | 1 |
| F. Number of credits issued for repairs > 120 hours | 1 | 0 | 1 | 2 |
| G. Number of exemptions claimed for each of the categories identified in Section 732.30(e) | 22 | 24 | 37 | 83 |
| H. Number of customers receiving alternate phone service rather than receiving a credit | 0 | 0 | 0 | 0 |

Credit due in accordance with Section 732.30(b)

| Failure to Install Basic Local Exchange Service | April | May | June | Totals |
|--|--------|--------|--------|--------|
| A. Total dollar amount of all customer credits paid | \$0.00 | \$0.00 | \$0.00 | \$0.00 |
| B. Number of installations after 5 business days | 0 | 0 | 0 | 0 |
| C. Number of installations after 10 business days | 0 | 0 | 0 | 0 |
| D. Number of installations after 11 business days | 0 | 0 | 0 | 0 |
| E. Number of exemptions claimed for each of the categories identified in Section 732.30(e) | 3 | 6 | 7 | 16 |
| F. Number of customers receiving alternate phone service rather than receiving a credit | 0 | 0 | 0 | 0 |

Credit due in accordance with Section 732.30(c)

| Missed Appointments | April | May | June | Totals |
|--|--------|--------|--------|--------|
| A. Total dollar amount of all customer credits paid | \$0.00 | \$0.00 | \$0.00 | \$0.00 |
| B. Number of customers receiving credits | 0 | 0 | 0 | 0 |
| C. Number of exemptions claimed for each of the categories identified in Section 732.30(e) | 0 | 0 | 0 | 0 |